



WEST VIRGINIA INTEGRATED BEHAVIORAL HEALTH CONFERENCE

Establishing Engagement with Motivational Interviewing

Allan Zuckoff, PhD

Departments of Psychology and Psychiatry, University of Pittsburgh

Board of Directors, Motivational Interviewing Network of Trainers

Four Processes in MI



Avoiding Traps

- ◆ Question-Answer Trap
- ◆ Taking Sides Trap
- ◆ Expert Trap
- ◆ Labeling Trap
- ◆ Premature Focus Trap

Core Client-Centered Skills

OARS

- ◆ Open Questions
- ◆ Affirmation
- ◆ Reflection
- ◆ Summarizing

Closed Questions

- ◆ Answered with a “Yes” or “No” response
 - *Did you go to any meetings this week?*
 - *Have you been getting high?*
 - *Were you ever in rehab before?*
- ◆ Answered with a restricted range of information
 - *How long have you been using?*
 - *How many times have you been in treatment?*
 - *What medications are you taking now?*

Open (-minded) Questions

- ◆ Answered with a wide range of responses
 - Seek understanding, invite client's perspective, or encourage self-exploration
 - ◆ *How have you been dealing with your cravings?*
 - ◆ *What has helped you cope with difficult situations?*
 - ◆ *How do you feel about what you're going through?*
 - ◆ *What could make it hard for you to stay in treatment?*
 - ◆ *Who are some of the people who could help?*
 - ◆ *What do you make of that?*

Recognizing and Forming Open Questions

- ◆ Write down 2 questions that you typically ask during your first meeting with a client
- ◆ Group exercise
 - Open or Closed?
 - If Closed, how can it be turned into an Open question?

Reflective Listening

◆ Expressing Empathy

- Accurate understanding of the client's experience, communicated as a statement, in a warm, nonjudgmental manner
- Empathy vs. Interpretation
 - ◆ Not telling the client about him/herself, the "real" meaning or unconscious motives or intentions behind his/her behavior, or explaining the present on the basis of the past
 - ◆ Conveying a humble effort to understand

Reflective Listening

- ◆ Simple reflection
 - Checks understanding of what the client said
- ◆ Complex reflection
 - Expresses something you think the client means but hasn't said in so many words
 - Shares understanding of how the client is feeling
 - Says more than the client said, but not more than the client meant

Thinking Reflectively

◆ Speaker

- Something I like about myself is...
- Warmer/Colder

◆ Listener

- You mean that...

◆ Switch roles when

- The speaker has said “Hot!”
- The listener has made 6-8 statements
 - ◆ The speaker may say a sentence or two about what s/he really meant before switching

Listening Reflectively

◆ Speaker

- Something about myself I have been thinking about changing but haven't changed yet
- Answer and say more, elaborate

◆ Listener

- Drop "You mean that..."
- State what you think the speaker means

◆ Switch roles when

- Speaker feels fully understood

Questions and Reflections

- ◆ Ask mostly open questions
- ◆ Offer more reflections than questions
 - Two or more reflections for each question is ideal
 - Don't ask three questions in a row

Affirmation

- ◆ Appreciation or admiration for who the person is, or what s/he has done
 - Expresses directly the underlying attitude of “prizing” (unconditional positive regard)
 - ◆ Appreciating who the person is, instead of thinking about how s/he should be different (Chris Wagner)
 - From below, rather than from above

Affirmation

Three Styles (Vaughn Keller)

◆ Judgment statements

- *You did a great job of dealing with that situation.*

◆ Impact statements

- *I am so impressed with your ability to laugh no matter how hard things get.*

◆ Observation statements

- *You managed to keep to your exercise routine even when you felt frustrated with it.*

Affirming

- ◆ More powerful when something about the person rather than something about the target behavior is affirmed (Carl Åke Farbring)
- ◆ Most powerful when the person affirms him/herself

Affirming

- ◆ List two positive qualities (strengths) that a difficult client has
 - Personal qualities, not desirable behaviors
 - Something the client values in him/herself
- ◆ Practicing affirmation
 - What might you say to affirm that strength?
 - What question could you ask to invite the client to recognize and explore that strength?